



CONTACT Ministries, Inc.

P.O. Box 1403
Johnson City, TN 37605
Phone: 423-926-0144

CONTACT USA 02 FEB 8 HIT 10 37
Greeneville Satellite Office: 423-783-0090

OFFICE OF
EXECUTIVE SECRETARY

PETITION

02-00126

PAID T.R.A.

Chk # 2348
Amount 25.00
Rcvd By AR
Date 12-18-01

CONTACT Ministries, Inc. hereby petitions the Tennessee Regulatory Authority to provide the 211 Information and Referral services to Carter, Green, Unicoi, and Washington counties. We have been providing this service to this area since December 1, 1978. Since CONTACT utilizes volunteers to answer the phones, this service is provided more economically that an organization that would have paid staff to take incoming calls.

Attached you will find a copy of the 211 initiative from the National United Way, and copies of letters from the United Way agencies representing the four counties mentioned above indorsing CONTACT to receive the 211 phone designation.

We have been in touch with Sprint, the telephone provider for the counties involved, and have everything in place for them to activate 211 as soon as we receive authorization from your agency.

Respectfully submitted December 14, 2001.

Dwight M. MacPherson
Dwight M. MacPherson,
Executive Director

VOUCHER NO. 777200/63
CC 2348 SRC. 281.03
AMT. REC. 25.00
DEPOSIT DATE 12/19/01



A UNITED WAY AGENCY

September 25, 2000



United Way
of America

Tad Everett, President
Betty Cook, Executive Director
United Way of Greene County, Inc.
PO Box 364
Greeneville, TN 37744-0364

701 North Fairfax Street
Alexandria, Virginia 22314-2045
Phone: (703) 836-7100

Dear Tad and Betty:

United Way's collaboration with the Alliance of Information and Referral Services (AIRS) has proved to be a great success. Together, we successfully petitioned the Federal Communications Commission (FCC) to allocate 2-1-1 as the abbreviated dialing code for health and human service information and referral (I&R). This collaborative effort is a clear example of our role as a leader in providing community solutions for the 21st century. We are writing to encourage your United Way to act now to take advantage of the opportunity that is afforded by this landmark community building action.

This designation came as the result of the collaborative advocacy of United Ways and I&R agencies across the nation, each recognizing that improved access is particularly important in this era when the numbers of agencies and help-lines continue to proliferate. The FCC has given a five-year window to implement the service, which has been so successful for United Way of Metropolitan Atlanta and United Ways in Connecticut. United Ways are perfectly suited to promote access to human services, as clearly demonstrated by the more than 500 United Ways that fund or operate I&R call centers around the country. If we do not act quickly to take the lead on 2-1-1, other service providers will.

We encourage United Ways in each state and in regions within the states to coalesce in planning their involvement in 2-1-1 implementation. Several state associations are playing this role. We also encourage United Ways that do not provide the central I&R service themselves to work closely with the existing service provider and to build the service in partnership. Other key partners, including government agencies and telephone companies, are mentioned in the online publication on 2-1-1 implementation. To access this guide, go to <https://online.unitedway.org>.

Whether a United Way provides 2-1-1 service itself or is a catalyst to help make it happen, the service can be a great asset for the community and for the United Way, locally and nationally. Thank you for your leadership and interest.

Sincerely,

Dimon McFerson
Chairman
United Way of America

Gary Thompson
Chairman
United Way of Metropolitan Atlanta

The Rev. David Parachini
Chairman, Executive Committee
United Way of Connecticut

Betty Beene
President
United Way of America

Mark O'Connell
President
United Way of Metropolitan Atlanta

Carol MacElwee
President
United Way of Connecticut

United Way of America Mission: To support and serve local United Ways to help increase the organized capacity of people to care for one another



UNITED WAY OF ELIZABETHTON/CARTER COUNTY

P.O. Box 1715

Elizabethton, Tennessee 37644-1715

(423) 543-6975

June 12, 2001

To Whom It May Concern:

Contact provides a very valuable service to our community. They serve all people without regard to age, sex, race, religion or economic situation. They provide a 24-hour hotline to people in crisis situations, providing trained individuals to listen and provide assistance. They received 7,180 calls last year and they made 15,703 Reassurance calls to the elderly, homebound and infirmed. This one service, "Reassurance Calls", demonstrates to me the care the organization has for the individual that is many times overlooked or brushed aside when they are alone and in greatest need of human contact.

The United Way of Elizabethton/Carter County is recommending and giving our approval for Contact Ministries, Inc. of Johnson City, Tennessee, to receive the 211-phone designation for Carter County as they are already providing this service to our community.

Sincerely,

Brenda M. Wallace

Brenda M. Wallace
Executive Director
United Way of Elizabethton/Carter County



United Way
of Greene County

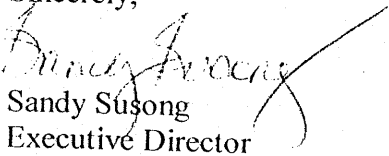
June 21, 2001

Post Office Box 364
115 Academy Street
Greeneville, Tennessee 37744
Phone: 423/639-9361
Fax: 423/639-9340

To Whom It May Concern:

CONTACT Ministries, Inc. is one of twenty-three member agencies of the United Way of Greene County. Because of the nature of services that CONTACT provides, we requested they take over the Information and Referral Program that had previously been operated out of our office by United Way staff. Since the inception of the program in Greene County our goal has been to establish a 211 system. Toward that end, we strongly support and encourage CONTACTS efforts to obtain the 211 phone designation for the I&R program.

Sincerely,


Sandy Susong
Executive Director

*The Best Way to
Help the Most People*

United Way of Unicoi County

P.O. Box 343
Erwin, Tennessee 37650



June 20, 2001

To Whom It May Concern:

The United Way of Unicoi County recommends and gives our approval for Contact Ministries, Inc. of Johnson City, Tennessee, to receive the 211-phone designation for Unicoi County as they are already providing this service to our community.

Thank you for your concern and support of this most worthy agency.

Sincerely,

A handwritten signature in cursive script that reads "Doris D. Hensley".

Doris D. Hensley
Secretary/Treasurer



JOHNSON CITY AREA UNITED WAY, INC.

3203 Hanover Road

P.O. Box 4039

Johnson City, Tennessee 37602

423/282-5682

June 11, 2001

To Whom It May Concern:

CONTACT Ministries, Inc. is a member Agency of the Johnson City Area United Way, Inc. and we strongly support their efforts to obtain the 211-phone designation for Information and Referrals.

We recommend and give our approval for CONTACT Ministries, Inc. to receive the 211-phone designation for Washington County.

Sincerely,

Gary D. Varner
Executive Director